Employee / Member Self Service (E/MSS)

Mary McCarthy

E/MSS Project Staff

DFAS Pay Systems/CL

Cleveland, OH

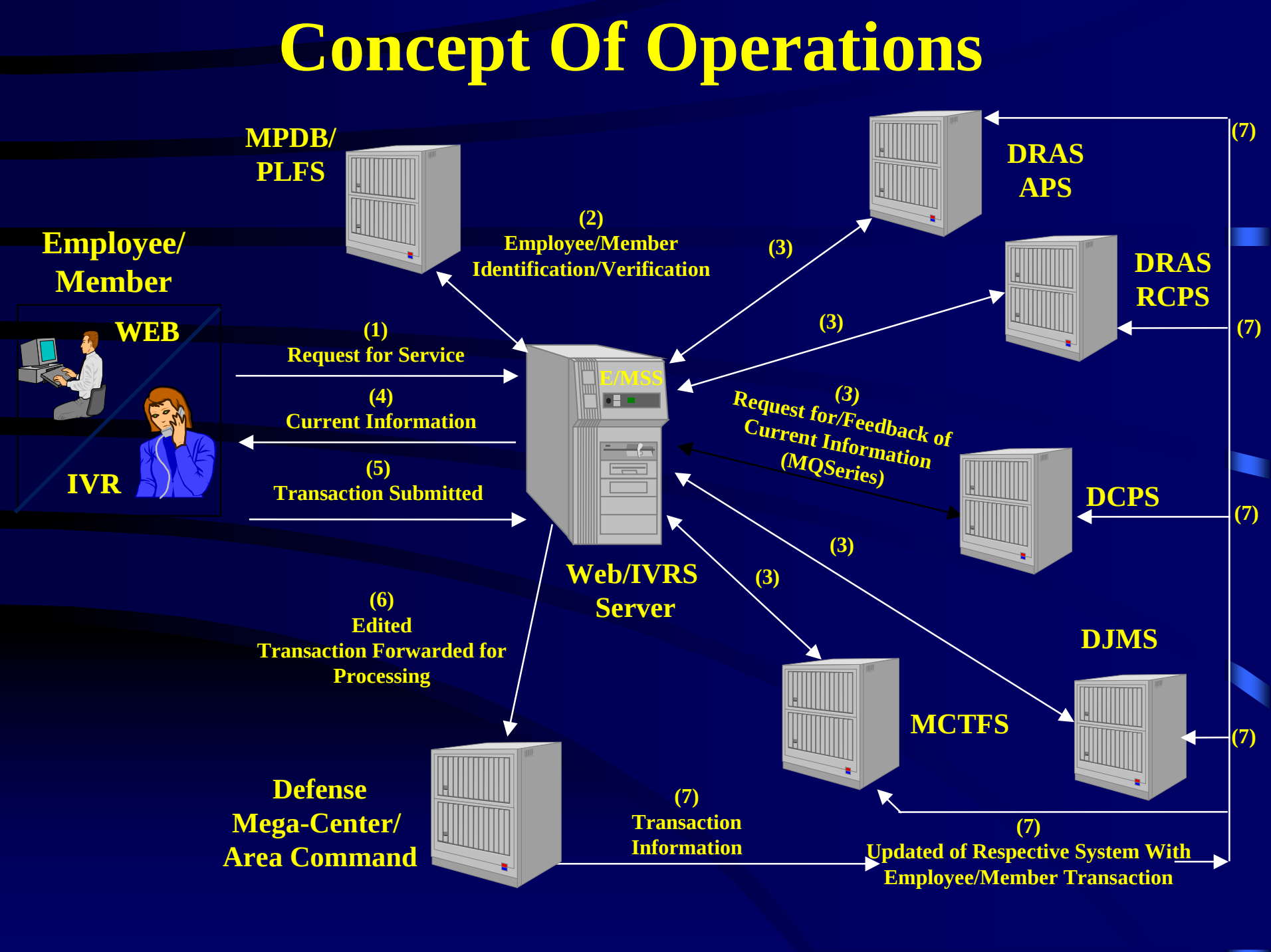
What is E/MSS?

- Allow DoD customers to make changes directly to their own pay account in a secure electronic environment.
- Uses Interactive Voice Response (IVR) and Internet / web-based technologies.

Why E/MSS? (Benefits)

- Employee/member satisfaction
- Customer support / field office savings
- Center savings (for military)
- True “source” data entry
- Near real time update

Concept Of Operations



E/MSS Phase 1

- Marine Corps, civilian employees, military retirees and annuitants
  - –Federal tax
  - –Direct deposit/EFT
  - –Allotments
  - –Home address changes
- Army, Navy and Air Force (PIN letters mailed Jan. 2001 - Feb. 2001)
  - –Federal tax
  - –Direct deposit/EFT

Phase 1.1 LES via E/MSS

- Concept:
  - Make LES available electronically to all DoD employees/members
  - Give customer the option to stop receipt of hardcopy form
- Benefits:
  - Integrated look and feel under E/MSS
  - Format mirrors hardcopy LES
  - LES data transmitted using same security measures (128-bit encryption/SSL protocol) in E/MSS
  - Eliminate print & postage costs for producing hardcopy LESs

On-Line Account Statement

- Currently available for civilians and Marine Corps
- DJMS late Spring 2001
- Display of current and last 2 LES' via E/MSS
- Turn hard copy print off / on
  - Toggle option available via web and / or IVR

E/MSS and Security

- Secure Socket Layer (SSL) Protocol with 128-bit encryption
- Firewalls & VPNs
- MQSeries communications software
- E/MSS security certification & accreditation in accordance with DoD DITSCAP
- E/MSS security reviewed & approved by DoD Command, Control, Communications & Intelligence (C3I)

Customer PIN Information

	Total Population	Number of Customized PINs
RETIREES	1,713,068	227,665
ANNUITANTS	291,267	5,295
CIVILIANS	668,976	189,594
ARMY	1,041,610	66,814
NAVY	467,434	48,270
AIR FORCE	518,557	51,030
MARINE COR	215,699	72,337
TOTALS	4,916,611	661,005

E/MSS Future Phase

- Travel AOP
- TSP
- Allotment start / stop / change (DJMS)
- Correspondence / home address (DJMS)
- State tax changes
- Bond amount / address change
- On-line Retiree Account Statement
- Display on-line tax statement

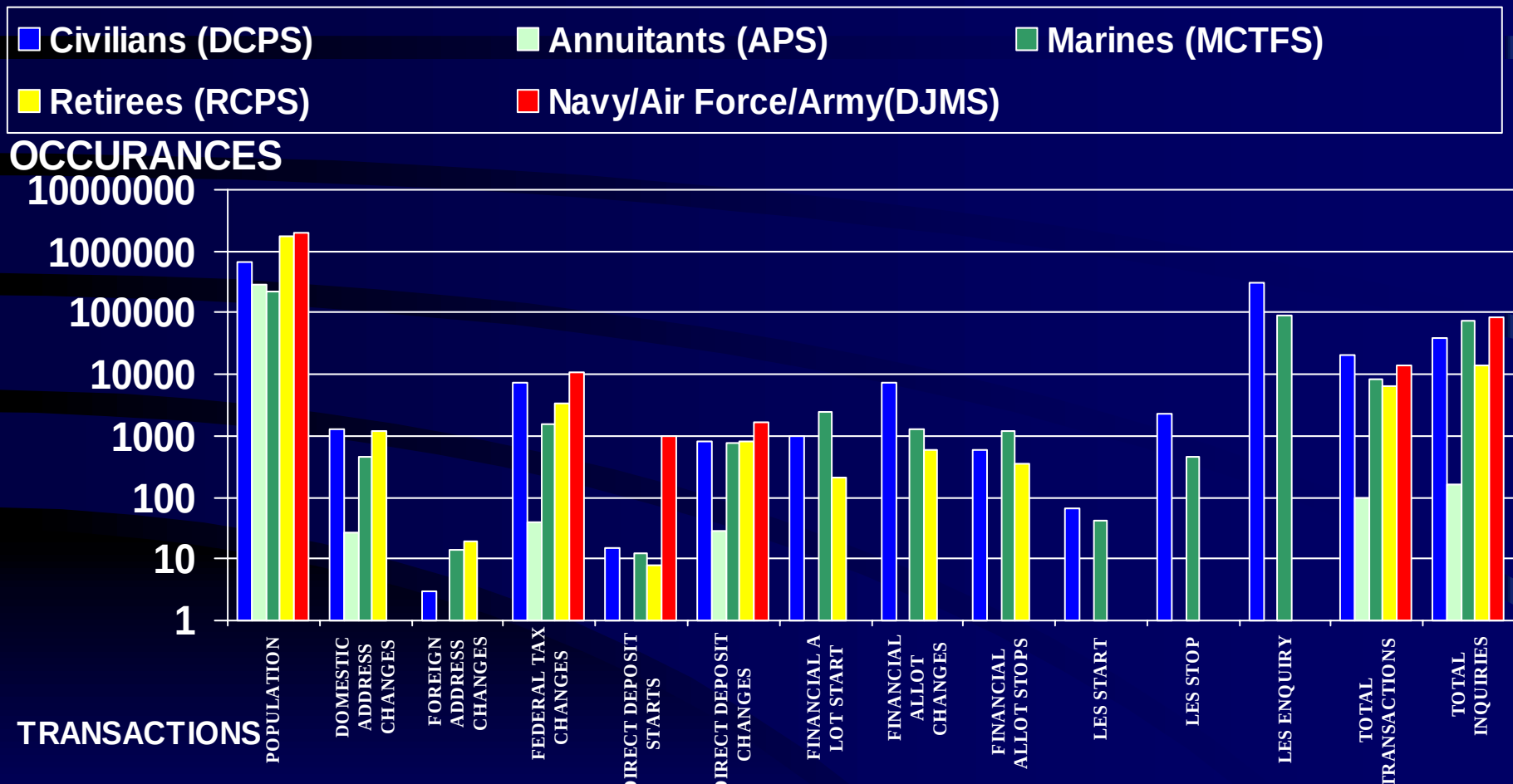
Future Initiatives

- On-line Annuity Account Statement
- Certification of Eligibility (COE & ROE)
- Requests for forms and publications
- Pay certifications (All but civilians; impacted by TALX)
- Change of work / home phone numbers (MCTFS only)
- Military pre-retirement requests
- Request / Compensation of Personal Statement of Military Compensation (PSMC Add e-mail addresses to MPDB
- Implement technical solution for pay product delivery (e.g. Message Direct)
- Add new users of MPDB (DMDC, EREC, DITTRS, NSA)

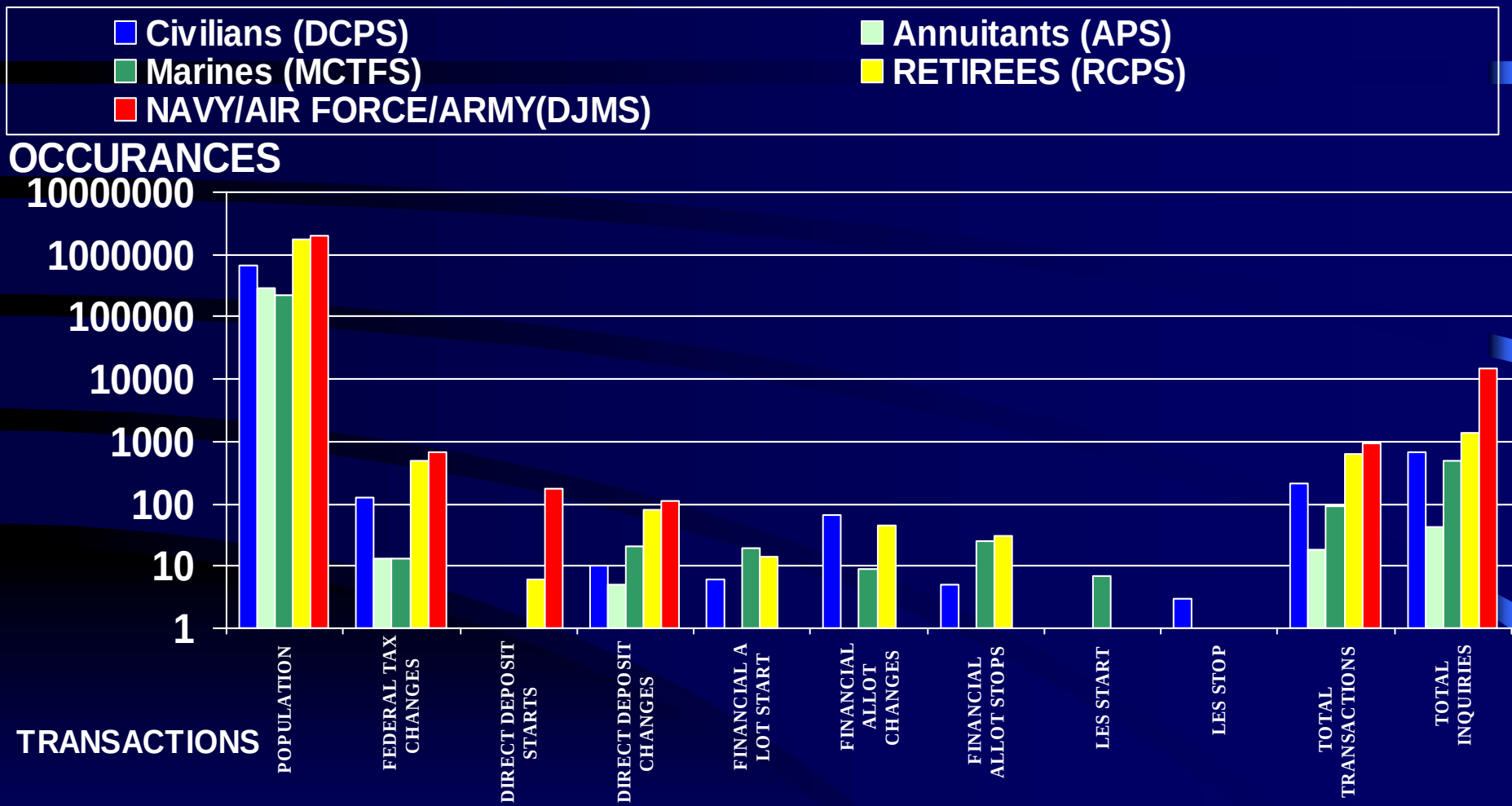
Future Initiatives cont.

- **Modify system to meet ADA requirements (6/29/01 required compliant)**
- **Implement technology changes recommended by IBM**
  - DISA Infrastructure changes
  - Reprogram MPDB from Oracle to LDAP
  - Reprogram OPM Visual FOXPRO into JAVA
- **Implement PKI**
- **Coordinate with military services to link sites**
- **Link to CSR Locator**
- **Add NAF customers**
- **Add Coast Guard customers**
- **Modify E/MSS to support users of WebTV**

FEBRUARY WEB TRANSACTIONS



FEBRUARY IVR TRANSACTIONS



Thank you for your attention